



YOUR TOTAL WELLBEING PROGRAM

The NexGen Resident Assistance Program is a free Resident school/life benefit.

Your Resident Assistance Program is designed to effectively balance your academic and personal life by providing professional support and a Virtual Concierge service. It will ease the stress you may be facing due to personal issues and the pressures of academics.

Get
Started
Now:

TO ACCESS YOUR TOTAL WELLBEING SERVICES:

Call **1.800.327.2255**

Log on at: www.nexgeneap.com

Enter your ID.

Company ID: **8665**

(Company ID is needed only to create an account on website.)

When calling our confidential counseling services, your Resident Assistance Program Specialist will take you through our intake process, where we ask structured questions to assess your situation and determine the best level of care.

Counseling Services

Our counselors are Mental Health Professionals who provide confidential counseling for a variety of stressful issues. Each counselor carefully listens to your needs and either offers short-term counseling focused on coping strategies or makes an appropriate referral to long-term counseling or specialized care. Counseling is available for a variety of stressful issues such as:

- Academics
- Relationship Issues
- Stress
- Alcohol and Substance Abuse
- Eating Disorders
- Emotional Problems
- Financial Issues
- Legal Issues
- Depression/Anxiety
- Adjustment

Legal and Financial Consultations

Access NextGen to utilize your no cost legal and financial consultations. Half-hour legal consultations can be done over the phone or in-person, and can be used for issues such as divorce, custody disputes, and wills. Discounted legal fees are also available if a longer consultation is required. Half-hour financial consultations are provided over the phone and can provide assistance with topics such as debt consolidation, tax questions, student loans, and investments. ID Theft resources are also available.

Virtual Concierge

The Virtual Concierge Service is available 24/7 to save you valuable time and help you balance the competing demands of work and life. The Virtual Concierge Service features dedicated Personal Assistants available to provide you with research, referrals, or information on just about any topic.

Individualized Wellness Resources

Your comprehensive, personalized Wellness Program encompasses all areas of wellbeing from nutrition and fitness to relaxation and restoration. Submit a wellness request, schedule a call with a Wellness Coach, or receive individualized wellness tools and resources.

Health Advocacy

Our licensed Care Guides are available to provide benefit information and assistance navigating your health plan. Care Guides provide healthcare claims and appeals management, healthcare billing assistance, prescription information and costs, as well as healthcare provider research.

Online Resources

Access your Total Wellbeing Program virtually via a personalized web portal. Access counseling, work/life, health advocacy, and wellness resources right from your computer. You can also submit requests directly to your Personal Assistant, access exclusive entertainment discounts, chat live, and start a financial or legal request.

Confidential Assistance:

We understand it takes courage to reach out and ask for assistance, which is why we ensure that your information and identity are kept completely confidential - even from your employer. Exceptions occur only when members are at risk of harming themselves or others or when the welfare of a child is in question.



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ONLINE
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